

11/21/03
6/Est
am
(3m)

A circular black and white stamp. The outer ring contains the text "OIPE" at the top and "PATENT & TRADEMARK OFFICE" at the bottom. In the center, the date "NOV 10 2003" is stamped.

Unit 3627
Examiner
Gort, Elaine L

RECEIVED
NOV 18 2003
GROUP 3600

For: CUSTOMER INFORMATION CONTROL SYSTEM

Attorney Docket No.: TESJ.0025

**Honorable Assistant Commissioner
for Patents
Washington, D.C. 20231**

Applicants request that the time for taking action in this case be extended pursuant to 37 C.F.R. 1.111 for **three (3) months**. The fee set in 37 C.F.R. 1.17 for the extension of time is \$475.00. Applicant qualifies for small entity status.

The fee is enclosed. Please charge any additional fee required for this extension of time to Deposit Account 08-1480. A duplicate copy of this paper is enclosed.

Also enclosed is a *Response to an Office Action*.

Respectfully submitted,

Stanley P. Fisher
Registration Number 24,344

Juan Carlos A. Marquez
Registration Number 34,072

REED SMITH LLP
3110 Fairview Park Drive
Suite 1400
Falls Church, Virginia 22042
(703) 641-4200
November 10, 2003